

CLAIMS

1. A system for managing service calls, including access control modules implementing service access control mechanisms, the system further including master modules each associated with a service, with a set of
5 access control modules and with a set of call processing modules, the system including:

- means for receiving said calls,
- 10 • means for sending information relating to each of said calls to said set of access control modules,
- means for deciding to accept said calls on the basis of data received from said set of access control modules, and
- 15 • means for sending second information relating to each of said calls to said set of call processing modules if said call has been accepted.

2. A system according to claim 1, wherein said access control modules include means for emitting "Accept the call", "Reject the call" and "No decision" decisions.
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3. A system according to claim 2, wherein said means for taking decisions send "Accept the call" and "Reject the call" decisions to said master module.

25 4. A system according to claim 3, wherein said means for taking decisions send "No decision" decisions to said master module.

5. A system according to claim 3, wherein said access control modules are organized in a chain, said means for taking decisions of the last call control module of said
30 chain are adapted to send decisions to said master module, and the other access control modules include means for sending said information relating to the call

to the subsequent access control modules.

6. A system according to claim 1, wherein each master module further includes means for receiving requests to add new access control modules and for including them in the set of access control modules with which it is associated.

7. A system according to claim 1, wherein each master module further includes means for receiving requests to add new call processing modules and for including them in the set of call processing modules with which it is associated.

8. A method of automatically managing service calls by means of an information processing system, the method comprising the following steps in order:

- reception of a call by a master module,
- sending by said master module of information relating to said call to a set of access control modules,
- taking of decisions by said access control modules on the basis of said information relating to said call,
- sending of at least one of said decisions from said set of access control modules to said master module,
- taking of a final decision by said master module according to said at least one decision, and
- sending of second information relating to the call to a set of call processing modules if said call has been accepted.

9. A method of adding a new access control module and/or a new call processing module dynamically to a service call management system, the method consisting in sending a message to said master module containing an

identifier of said new access control module and/or said new call processing module.